# ADP Guide: Records of Employment

Simplifying the Production of Required Records of Employment

ADP® provides powerful technology platforms and designated payroll specialists who assist employers with everyday payroll administration and essential obligations, such as Records of Employment (ROE) filing on their behalf.

If you would like to discover how powerful technology and designated specialists for HR and payroll can help you get the most out of your workforce, contact us today at **866-622-8153**.
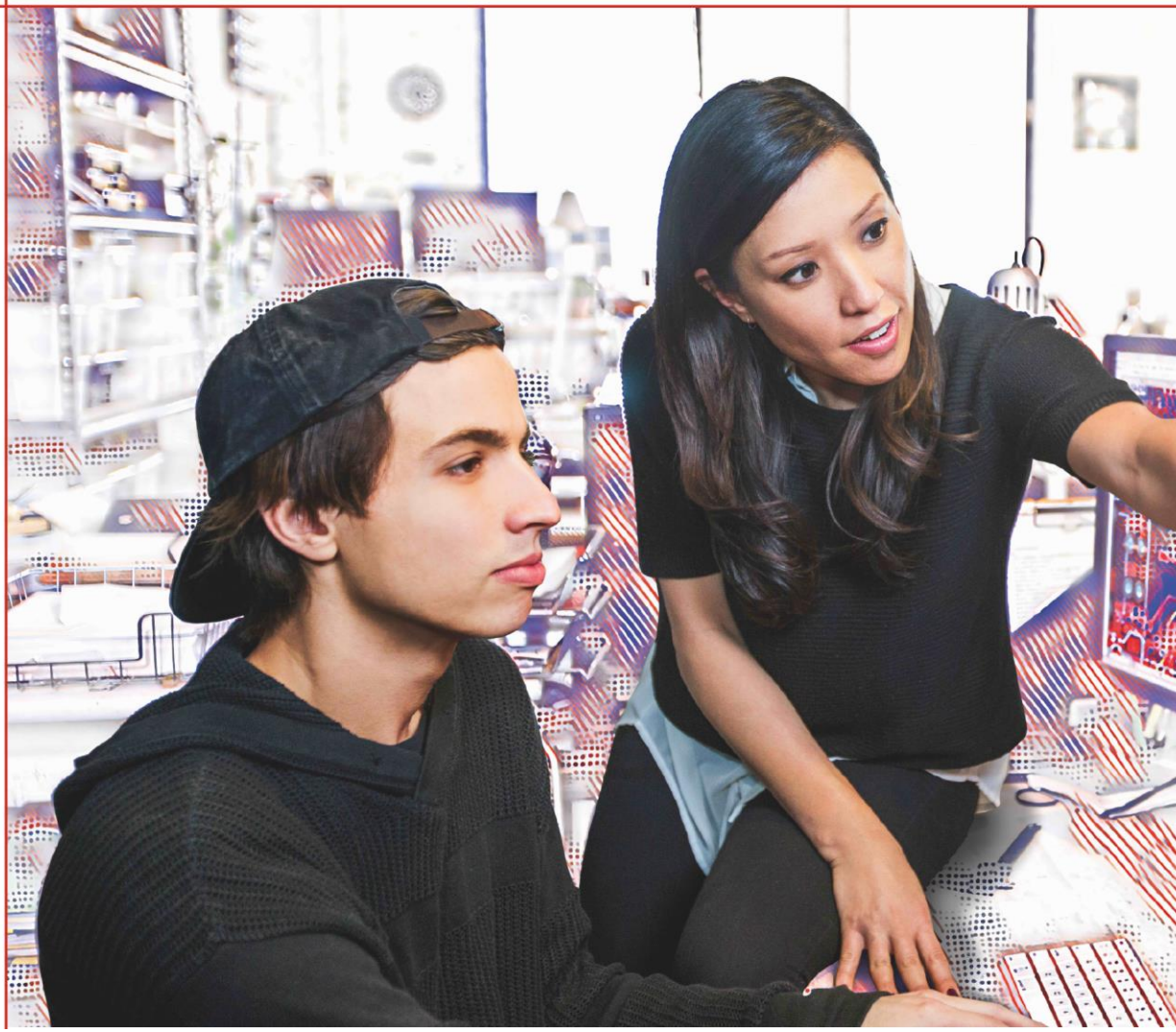
About the Record of Employment

A ROE provides information on employment history. It is the single most important document used by employees to apply for Employment Insurance (EI) benefits. Employers are required to issue an ROE whenever someone stops working. You must complete the ROE even if the employee does not intend to apply for EI benefits.

On the ROE, you enter details about the employee's work history with your organization, including insurable earnings and insurable hours. For a monthly pay period, the ROE must be issued by whichever date is earlier: five calendar days after the end of the pay period that contains the interruption of earnings or 15 calendar days after the first day of the interruption of earnings.

You will need this guide if:

- You are the business owner & employer responsible for issuing the ROEs for your employees.
- You work for the business and issue ROEs on their behalf.
- You are an outside professional, such as an accountant, bookkeeper or payroll processor, who completes ROEs on behalf of your clients.

There are two ROE formats available: paper or electronic.

The Paper ROE

To order paper ROE forms, call the Government of Canada's Employer Contact Centre at 1-800-367-5693. When placing the order, you will need:

- Your Canada Revenue Agency Payroll Account Number (PAN) for identification purposes.
- Your Business Number (BN), or the BN of the business you are calling about
- The postal code associated with the BN as registered with Canada Revenue Agency (CRA).

Once you complete the paper ROE, you must distribute the three copies as follows:

1. Give Part 1 to the employee (the employee will use this copy to apply for EI benefits).
2. Send Part 2 to Service Canada (Service Canada, P.O. Box 9000, Bathurst, New Brunswick E2A 4T3).
3. Keep Part 3 for your records.

The Electronic ROE

There are three ways to submit ROEs electronically:

1. Submit ROEs through ROE Web by using compatible payroll software to upload ROEs from your payroll system;
2. Submit ROEs through ROE Web by manually entering data online through Service Canada's website.
3. Submit ROEs through Secure Automated Transfer (SAT), which is performed on your behalf by a payroll service provider, such as ADP, using bulk transfer technology.

Record of Employment Web

ROE Web is an efficient, reliable and convenient way to submit ROEs. You can submit up to 1,200 ROEs at once using the ROE Web payroll extract functionality.

Step by Step:

Step 1: Sign-in to ROE Web

Step 2: Create/Recover your professional profile

Step 3: Create/Recover your profile of the organization

Step 4: Validate & authenticate your identity online through CRA

Step 5: Enter your authorization code to confirm your authority to act as Primary Officer on behalf of the organization

Step 6: Accept the terms and conditions associated with the program

Step 7: Start issuing ROEs

To Access ROE Online

- Sign In or Register at ROE Web.
- If you are unable to log in with your existing Government Canada unique credentials (GCKey), you can still recover access to your ROE Web account.
- If you previously registered for ROE Web, you do not need to register a new organization. Once you sign in, simply click on the name of your Organization to access your existing Business Numbers (BNs).

Welcome Page:

- This will have a log of your organizations or you will need to register your organization.
- On this page, you must enter the information pertaining to the organization you are registering such as the organization's name. You must also include the number of employees in your organization and your title in the organization, as well as the address of the organization.
- On this page you can also identify your organization as a Service Provider (SP) if you will be submitting records of employment on behalf of your clients.
- The name you have used to create your ROE Web profile should be the same as the one you have at CRA.

Amending details? Check out the Federal Government's guide.

OPTION A

Completing the individual ROE:

Click here for an example of a completed online ROE.

In what order should I complete the 1-22 blocks of the ROE?

You can complete the administrative information (Blocks 1 through 9, and Blocks 13 and 14) in any order you like. However, it is often easier to complete the rest of the form in the following order:

Step 1: Complete the period of employment information in Blocks 10, 11, and 12. This information provides you with the timeframe for which you need to report the employee's insurable hours and earnings.

Step 2: Enter any separation payments paid or payable to the employee in Blocks 17A, 17B, and 17C.

Step 3: Calculate the insurable hours to enter in Block 15A.

Step 4: If you need to complete Block 15C, do it next. Then, enter the total insurable earnings in Block 15B. Remember to include the insurable separation payments you entered in Block 17 in the total amount you enter for the final pay period (P.P. 1) in Block 15C, and in the total insurable earnings you enter in Block 15B.

Once submitted, the ROEs are validated automatically. You will be able to view whether or not the ROEs passed the validation rules. Those that have passed will be given a serial number starting with the letter W. If a ROE has not passed, you will be able to see where an error was made and correct it accordingly.

COVID-19 Specific Notes:

- When the employee is **sick or quarantined**, use **code D** (Illness or injury) as the reason for separation **(block 16)**. Do not add comments.
- When the employee is no longer working due to a **shortage of work** because the business has closed or decreased operations due to coronavirus (COVID-19), use **code A** (Shortage of work). Do not add comments.
- When the employee **refuses to come to work** but is not sick or quarantined, use **code E (Quit) or code N (Leave of absence)**, as appropriate. Avoid adding comments unless necessary.

As part of its response efforts, the government is waiving the one-week waiting period for EI benefits for workers in quarantine and those who've been told to self-isolate. The government is also currently exploring additional options for individuals who are ineligible for EI sickness benefits.

The dedicated toll-free Canada Services number for affected employees is 1-833-381-2725. Please note this is only for employees directly affected by COVID-19.

OPTION B

Submitting large numbers of ROEs from your internal payroll information systems

Step 1. Upload a Payroll Extract File on the ROE Web Main Page

Step 2. View the Status of Your ROE Payroll Extract Submission

Step 3. Amend any rejected ROEs

Step 4. Submit all passed ROEs

Step 5. Correct any failed ROEs

View a complete detailed outline here.

Special Cases

An ROE can only be processed as of the last pay period end date. You cannot issue an ROE for a pay period an employee has not processed payroll for.
If you have a situation where the employee only worked the first few days of the pay period before being laid off and doesn't want to wait until the end of the pay period to apply for EI, an ROE can be issued on the previous pay period, and then needs to be amended on the next regular run, by re-issuing the ROE.
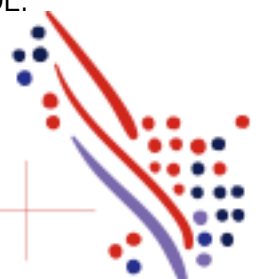
ADP Can Help

These are extraordinary times and now, more than ever, we are united in our mission - beat COVID-19. At ADP, we are working around the clock and around the world to take care of our employees so they can help take care of our clients and their employees.

We keep our clients informed of legislative developments, best practices, and business continuity efforts. For ADP HR outsourcing clients who need to navigate specific topics or concerns, including those relating to ROEs, we're always only a phone call away.

To find out how ADP can help your company through this time with the customized support you need, contact us at 866-622-8153.

Stay connected to the latest industry news & information by opting-in for ADP communications at adp.ca/preferences

For More Information

This information contained in this document has been taken directly from the Government of Canada's website and summarized. It is intended to provide general guidance only. It should not be viewed as a replacement for legal or professional advice. If you need more details, please call the Government of Canada's Employer Contact Centre at 1-800-367-5693.